

2012

Governor's Award

FOR

**QUALITY AND
PRODUCTIVITY**

CUSTOMER SERVICE

EFFICIENCY/PROCESS IMPROVEMENT

INNOVATION

TECHNOLOGY IN GOVERNMENT



Governor Jeremiah W. (Jay) Nixon

Coordinated By:
Office of Administration
Division of Personnel
Center for Management and Professional Development
www.training.oa.mo.gov

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Established in 1988 by the Governor's Council on Quality and Productivity, the Governor's Award for Quality and Productivity (GAQP) is a team award recognizing service excellence, efficiency, innovation, technology, process improvement, and employee development in Missouri State Government. All winning projects must meet established requirements of effectiveness, responsiveness, and efficiency of such quality that would make the project a model of excellence in state government nationally.

Any team (two or more individuals) employed by the State of Missouri, who successfully completes a project with another section, division, department, agency, or community organization, which exemplifies the purpose of the GAQP, may submit a nomination. Teams must provide documentation which may include, but is not limited to, background information, procedures, and measurable impact of the project nominated.

As part of a continuous commitment to improve government efficiencies, the GAQP may recognize one winning team from each of the following categories that will serve as a model of efficiency, quality, and effectiveness in Missouri State Government.

- Customer Service
- Efficiency/Process Improvement
- Innovation
- Technology in Government

A selection committee of state executives evaluates each nomination and recommends teams to receive the award based on the following criteria: ground-breaking idea, documentation, measurement, and ideal goal/model of quality and productivity.

In 2010 the selection process was revised to create the Pinnacle Award. This distinctive recognition is awarded if, in the opinion of the Selection Committee, one nomination clearly encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award, or exceeds all other nominations.

For the 2012 program a total of 25 nominations were received for consideration representing fifteen (15) state agencies and nineteen (19) community partners. From these nominations, one team was selected to receive this prestigious award in the categories of Efficiency/Process Improvement, Innovation, and Technology in Government. The DM 3700 Team [nominated in the Innovation category] was selected to receive the Pinnacle Award.

Today we recognize and congratulate each winning team.

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

SCHEDULE OF EVENTS

MASTER OF CEREMONIES

Allan Forbis, Manager, Center for Management and Professional Development, Office of Administration, Division of Personnel

WELCOME AND RECOGNITION OF DIGNITARIES

AWARD PRESENTATIONS

*Doug Nelson, Acting Commissioner, Office of Administration
Department Executives*

AWARDING OF WINNING TEAMS

Efficiency / Process Improvement
*State Parks Youth Corps Program
Department of Natural Resources and Department of Economic Development*

Innovation
*Missouri Storm Aware
Department of Public Safety and Office of Administration*

Technology in Government
*Emergency Action Planning for High Hazard Potential Dams in Missouri
Department of Natural Resources and Department of Public Safety*

Pinnacle Award
*DM 3700
Department of Mental Health and Department of Social Services*

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

SELECTION COMMITTEE MEMBERS

Andrea Beck

Chief Financial Officer, Division of Accounting
Department of Elementary and Secondary Education

Mara Campbell

Director, Customer Relations
Department of Transportation

Cari Collins

Director, Division of Human Services
Department of Corrections

Tim Decker

Director, Division of Youth Services
Department of Social Services

Allan Forbis

Manager, Center for Management and Professional Development
Division of Personnel
Office of Administration

Mary Hoskins

Chief, Office of Human Resources
Department of Health and Senior Services

Nancy Johnston

Director, Division of Administration
Department of Economic Development

Mike O'Connell

Director of Communications, Director's Office
Department of Public Safety

Steve Reeves

Deputy Division Director
Divisions of Comprehensive Psychiatric Services / Alcohol and Drug Abuse
Department of Mental Health

Wanda Seeney

Public Information Officer, Commissioner's Office
Office of Administration

2012 GOVERNOR'S AWARD
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WINNING TEAMS

EFFICIENCY / PROCESS IMPROVEMENT

STATE PARKS YOUTH CORPS PROGRAM

Departments of Economic Development [DED] and Natural Resources [DNR] / Workforce Development Board of Western Missouri [WDBWM] / Northeast Missouri Workforce Investment Board [NEMO] / Office of Workforce Development [OWD] / St. Louis Agency on Training and Employment [SLATE] / St. Charles County Department of Workforce Development [SCCDWD] / North Central Missouri College [NCMC] / Workforce Investment Board of Southwest Missouri [WIBSWM] / Full Employment Council [FEC] / Workforce Investment Board of Southeast Missouri [WIBSEM] / City of Springfield [CoS] / South Central Workforce Investment Board [SCWIB] / Central Workforce Investment Board [CWIB] / Office of Job Training Jefferson-Franklin Counties [OJTJFC]

Team Members

Traci Albertson [DED]	Bill Bryan [DNR]	Pati Carter [WDBWM]
Mark Fuqua [NEMO]	Julie Gibson [DED]	Gene Gorden [OWD]
Michael Holmes [SLATE]	Don Holt [SCCDWD]	Lisa Hostetler [NCMC]
Jasen Jones [WIBSWM]	David Kelly [DNR]	Clyde McQueen [FEC]
June O'Dell [WIBSEM]	Dan Paige [DNR]	John Peine [CoS]
Melissa Robbins [SCWIB]	Connie Schmidt [DNR]	Jennifer Sieg [DNR]
Jan Vaughn [CWIB]	Shirley Wilson [OJTJFC]	Melissa Woltkamp [DED]

The State Parks Youth Corps [SPYC] is a cooperative effort between the Missouri Department of Economic Development's Division of Workforce Development and Missouri State Parks, a division of the Missouri Department of Natural Resources. Using a variety of federal funding sources, the program has provided summer jobs for Missouri youth within state parks and historic sites since 2010. These jobs give youth the opportunity to gain valuable work experience and introduce them to possible future careers in state parks and natural resources.

The first two years were funded by Workforce Investment Act Discretionary Funds. The 2012 program is being supported by Community Development Block Grant funds and Neighborhood Assistance Program tax credits. In the past two years, more than 65 percent of funds allocated went toward the participant payroll.

Since SPYC was a new program in 2010, many details and processes needed to be worked out by both agencies to ensure it was a productive and effective program. This required cooperation from all levels of both agencies, from those in administration to people at the local level in the Workforce Investment Boards and individual state parks and historic sites. The result has been a very positive experience for all involved, especially the participating youths, the state parks and their visitors.

After 2010, staff from both agencies worked together to make several improvements to the program to help alleviate some of the initial challenges. The total hours a youth could work was increased from 240 to 400 so that productivity could be increased and less time was spent on training. A statewide consistency in the hiring process and associated paperwork was also implemented. Funds in 2012 were also set aside to hire former SPYC to help supervise the new crew, thus helping with the shortage of full-time staff to do so.

Because of the success in 2010 the program was renewed in 2011 and 2012 and the positive response to the program continues. As a result of SPYC, Missouri's state parks and historic sites have been enhanced and improved. In a time of budget cuts, SPYC program has provided resources to complete projects that may have never been possible otherwise. In turn, the youth have been provided work experience and the opportunity to learn new skills while being introduced to possible careers in natural resources and state parks. Ninety-three percent were unemployed when they were hired. Local economies also benefit from the youth being employed and the enhanced state parks continuing to draw visitors to the area.

Positions and responsibilities varied from routine maintenance and trail construction to interpretation and social media skills. In the first year alone more than 25 structures were reroofed, 650 miles of trail were signed and blazed and 145 videos were developed for the Missouri State Parks website.

For additional information on this team's accomplishment contact Laura Hoskins at 573-522-6371 or Laura.Hoskins@ded.mo.gov or Jennifer Terry at 573-751-6788 or Jennifer.Terry@dnr.mo.gov.

INNOVATION

MISSOURI STORM AWARE

Department of Public Safety [DPS] / Office of Administration [OA]

Team Members

Stephanie Bryan [OA]	Kelli Buffington [OA]	Steve Cusumano [OA]
Tim Diemler [DPS]	Heather Dolce [DPS]	Meggan Houts [OA]
Yaryna Klimchak [OA]	Jessica Lin [OA]	Sam Minter [OA]
Mike O'Connell [DPS]	Joey Pate [OA]	Jonathon Steffens [OA]

The Missouri Department of Public Safety [DPS], Missouri State Emergency Management Agency [SEMA], and the Office of Administration Information Technology Services Division [OA-ITSD] partnered to create the Missouri Storm Aware Web site [<http://stormaware.mo.gov>] to better educate Missourians about tornadoes and severe storms. Existing staff did all work in-house. The team set out to rethink the way tornado and severe weather safety information is communicated to the public. For instance, the National Weather Service Central Region Service Assessment [report] following the May 22, 2011 EF-5 Joplin tornado included these findings:

- *For the vast majority of surveyed Joplin residents, the first risk signal for an imminent severe weather threat came via the local community siren system.*
- *Several of those interviewed expressed confusion associated with the single 3-minute siren alert, thinking the threat was over once the sirens had ceased.*
- *The majority of surveyed Joplin residents did not immediately go to shelter upon hearing the initial warning.*

The Storm Aware team also researched existing online tornado safety information and found it very limited and unlikely to stimulate viewers' interest. As a result, the Storm Aware Web site includes unique and professional quality videos that demonstrate the best way to take shelter in specific structures – houses, mobile homes, schools, etc. Videos feature experts that clearly explain why certain locations within a structure are safer than others. Videos point out common misunderstandings about tornado sirens and the importance of using weather alert radios to receive initial severe weather warnings and to understand when the threat has passed.

The team also wanted to ensure Missourians are aware of free severe weather alert services available across the state so that they will be more prepared as storms approach. Through collaboration with local safety agencies and media outlets, a database of free severe weather text alert services was developed and appears on the web site.

Storm Aware also makes it easy to distribute the valuable information presented on the web site across the internet. The project uses social medial platforms, including YouTube, Vimeo, and Socrata's data sharing platform, allowing anyone to embed Storm Aware Web site content. Many organizations, including media outlets and emergency management agencies, have already embedded content.

In less than three months, there were more than 25,000 visitors to the Storm Aware site, the emergency alert texts data set have been accessed almost 60,000 times and the videos have been viewed more than 17,000 times. Hopefully the success of Missouri Storm Aware will result in fewer lives lost and fewer injuries suffered as a result of severe storms.

For more information on this team's accomplishment contact Mary Beckwith at 573-751-5424 or Mary.Beachwith@dps.mo.gov.

TECHNOLOGY IN GOVERNMENT

EMERGENCY ACTION PLANNING FOR HIGH HAZARD POTENTIAL DAMS IN MISSOURI

Department of Natural Resources [DNR] / Department of Public Safety [DPS] / Natural Resources Conservation Service [NRCS] / Warren County-Missouri [WC]

Team Members

Brian Allen [DNR]	Clifford Baumer [NRCS]	Cara Blevins [DNR]
Steve Cheavens [DPS]	Bob Clary [DNR]	Michael Daniels [WC]
Rod Ellis [DNR]	Glenn Lloyd [DNR]	Ryan Mueller [DNR]
Paul Simon [DNR]	Ryan Stack [DNR]	Terry Toler [DPS]
Diane Vitello [DNR]	Matt Vitello [DNR]	Michael Weller [DNR]
Tammy Wilson [DNR]		

Dams and reservoirs play an important part in enhancing the quality of life in Missouri and often serve multiple functions for communities such as flood protection, water supply, irrigation, erosion control, and recreation. For these reasons, many of the reservoirs in Missouri are located in or adjacent to populated areas where they can provide citizens with a number of the benefits mentioned above. The Missouri Department of Natural Resources recognizes these needs and is committed to helping ensure the integrity of these structures and the safety of nearby residents. For this reason the Department's Water Resources Center is leading an effort to develop Emergency Action Plans, or EAP's, for all regulated high hazard potential [HHP] dams in Missouri by 2014. To date over 200 EAPs have been completed.

Approximately 470 of the 681 regulated dams in Missouri are classified as HHP dams. HHP dams receive this designation due to the potential for significant loss of life and/or property and infrastructure damage if the dam were to fail and release a floodwave downstream.

An EAP is a written plan that provides guidance for evaluation of potential dam safety emergencies, emergency response activities, and potential evacuation of downstream dwellings and facilities. EAPs contain critical information such as emergency call lists and notification procedures, lists of downstream residents, structures and infrastructure, a flood inundation map, and a list of available resources to draw upon during an emergency.

A critical component of an EAP is a flood inundation map that depicts the downstream area of flooding, arrival time of the floodwave, and the locations of dwellings and other critical infrastructure that would be impacted if a dam were to fail. Project team engineers develop inundation maps using Light Detecting and Ranging [LiDAR] data that represents the best available topographic evaluation data [i.e. a highly accurate map of the landscape]. LiDAR data is a cost effective alternate to surveyed cross sections and allows for additional flexibility during the modeling process. LiDAR data is managed with Geographic Information System software [ArcView] where stream cross sections are constructed at key locations such as bridges, culverts, and at numerous locations along the steam profile. HEC-RAS results are then transferred back into ArcView where the maximum water surface elevation [the zone inundated by the floodwave] is mapped on both a topographic map and an aerial photograph.

EAPs are presented to dam owners and county emergency management officials during regional workshops. Dam owners verify the accuracy of the information in the plan and complete the EAP in cooperation with the county Emergency Management Director. This project exemplifies a successful working partnership that has raised awareness of dam safety issues while enhancing emergency preparedness and response capabilities.

For other information on this team's accomplishment contact Jennifer Terry at 573-751-6788 or Jennifer.Terry@dnr.mo.gov.

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY



PINNACLE AWARD WINNER

Awarded to a project/team which exemplifies the spirit of the Governor's Award for
Quality and Productivity

PINNACLE AWARD

DM 3700

Department of Mental Health [DMH] / Department of Social Services [DSS] / Burrell Behavioral Health [BBH] / ReDiscover Mental Health [RMH] / Missouri Coalition of Community Mental Health Centers [MCCMHC]

Team Members

Rosie Anderson-Harper [DMH]	Allison Ashley [BBH]	Alan Flory [RMH]
Rachelle Glavin [MCCMHC]	Marga Hoelscher [DSS]	David Johnson [DSS]
Ian McCaslin [DSS]	Brent McGinty [DMH]	Joseph Parks [DMH]
Tom Rehak [DMH]	Paul Stuve [DSS]	Tim Swinford [MCCMHC]
Clive Woodward [DMH]		

The DM 3700 project saves lives and reduces Medicaid costs by improving the quality of health care of Missouri HealthNet [MHN] participants with serious mental illness and multiple medical conditions. The Department of Mental Health [DMH], in partnership with the MHN, and through its administrative agents and six affiliate agencies, reaches out to Medicaid recipients who have a serious mental illness but are not clients of DMH and are high-cost Medicaid recipients with chronic medical conditions. These high cost/high risk individuals are enrolled in the Community Psychiatric Rehabilitation [CPR] program and are referred to a substance abuse treatment program if appropriate and receive care coordination and disease management services for both their behavioral health and medical conditions. Every four months DMH analyzes MHN claims for any new patients meeting the enrollment criteria and selects a new group of high cost/high risk individuals to target outreach and engagement in DM 3700.

The strategies used for improving their care and reducing their costs are:

- 1) Obtaining a “healthcare home” - a primary care or behavior health provider responsible for overall coordination;
- 2) Health screening for common chronic medical illness and risk factors;
- 3) Assisting in scheduling and keeping medical care appointments;
- 4) Prevention and wellness services;
- 5) Facilitating adherence to medications; and
- 6) Using Health Information Technology [HIT] to coordinate care, identify care gaps, and manage chronic illnesses.

These services and interventions have:

Improved Health Outcomes – The Healthcare Status Screening found 89.8% with physical needs, 74.8% with dental needs, 75.4% with vision needs, and 55.9% with emergency needs. Case managers and nurse care managers work to meet those needs.

Reduced the state's overall costs for providing care and treatment to these MHN participants. Preliminary estimates of cost savings are \$345 Per Member Per Month [PMPM] actual cost savings for clients enrolled for over 6 months. If adjusted for projected trend, the savings may exceed \$1,000 PMPM.

Examples: An enrollee had been in two bad accidents with constant severe pain. He was going to have a procedure with a cost of \$300,000. His DM 3700 caseworker went to an appointment with him, got another opinion, and he realized that the surgery posed more risks than potential good, so he decided against it. She also worked with him on his disability benefits which he used to buy a used car with his back pay and will no longer rely on Medicaid transport.

In another case an enrollee was a frequent flyer in emergency rooms and doctor's offices. She agreed to have her caseworker meet her doctors, has started seeing the Community Mental Health Center psychiatrist, and has not gone to the emergency room or another doctor since enrollment; in part because she knows that she can call her caseworker and now has hope that her situation can change.

DM 3700 is making a real difference for real people.

For additional information on this team's accomplishment contact Janet Gordon at 573-751-8067 or Janet.Gordon@dmh.mo.gov.

*2012 GOVERNOR'S AWARD FOR
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NOMINATION FINALISTS

Advancement to the final selection stage.

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Finalist

EFFICIENCY/PROCESS IMPROVEMENT

MISSOURI STATE EMPLOYEES SELF-SERVICE PORTAL [ESS]

Office of Administration

Team Members

Roxana Antonio
Vandee DeVore
Allan Forbis
Rhonda Kirkweg
Leslie Maasen
Vanessa Wetch

Stephanie Brooks
Kristen Eisterhold
Marilyn Gerrard-Hartman
Christy Klenklen
Angie Neiman

Tammy Childress
Libbie Farrell
Sharon Kemna
Guy Krause
Bert Reinstein

As an enterprise entity, the State of Missouri has a need to both disseminate Human Relations [HR] related information to and collect HR related information from Missouri State Employees in a timely and cost-effective manner. Before this project began, there was no "one place" for every Missouri State Employee to go to interact with their employment and benefit information. The goal of this project was to provide a web-based employee self service portal for State of Missouri employees that filled this need.

The ESS team designed, developed, and implemented this secure, yet user friendly, Employee Self-Service [ESS] portal in- house, and this portal is accessible to all current and former state employees who were paid through SAM II HR within the last five years. Detailed pay stubs, reimbursements, training records, leave balances, and W-2's as well as statewide and agency specific announcements are all available to employees via the World Wide Web through this system. In addition, ESS also provides a method for employees to interact with benefit provider sites. Some of these sites such as Missouri Consolidated Health Care Program [MCHCP], Missouri State Employee's Retirement System [MOSERS], and Deferred Compensation are accessible via a single sign on which means when the employees logs into ESS, they can continue on into one of these participating benefit provider sites without having to provide additional user ids or passwords. This gives employees access to important information at an unprecedented level for the State of Missouri.

While the ESS Portal is both innovative and provides a high degree of customer service to State of Missouri employees, it also has a great potential for expansion in the near future. Current functionalities will reduce costs associated with printing, increase efficiency in disseminating information to employees regarding both HR and benefits information, and extend the ability of the State of Missouri as an employer to consistently communicate and interact with employees past and present, while future functionalities can provide even more benefits. The ESS project team has strived to provide the best user experience, and to provide the technological foundation and flexibility necessary to ensure the ESS Portal is a catalyst for ideas and innovations that will further streamline and enhance business processes and employee relations in the future.

For additional information on this team's accomplishment contact Sara Vanderfeltz at 573-751-0337 or Sara.Vanderfeltz@oa.mo.gov.

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Finalist

EFFICIENCY/PROCESS IMPROVEMENT

INTERVENTION FEES IMPLEMENTATION TASK FORCE

Department of Corrections [DOC] / Office of Administration [OA]

Team Members

Frank Cox [OA]	Linda Dunbar [DOC]	Sharon Dunn [DOC]
Rodney Kueffer [DOC]	Lenard Lenger [DOC]	Mitch Odneal [OA]
Sarah Rees [OA]	Eileen Reeves [DOC]	Martha Shea [DOC]

When the project began there were no problems that had to be resolved. The existing vendor was doing their job well, which was to act as the collection agent for the \$30 per month Intervention Fee paid by offenders. However, the Department of Corrections Comptroller and his staff felt there was an opportunity to save the State money by transitioning the collection process from a contract, with a 10% collection fee, to an internal collection process. A preliminary analysis of potential cost savings led to the conclusion that it would be possible to achieve savings through this change; however, it was clear that the transition would be complicated and, if not done correctly, there would be risk to the State.

The Intervention Fee supports programming and services, including substance abuse treatment, mental health treatment, electronic monitoring, and residential facilities that help to reduce the offender recidivism. The on-going collection of fee allows for the delivery of approximately \$12 million in these services annually, and is critical to agency operations, offender behavior change, and community safety.

In order to ensure that all transition risk was accounted for an Intervention Fees Implementation Task Force was developed. It was determined that technological improvements in recent years had established the basic framework for the Department to assume the collection activity; however many changes had to occur in advance of the transition, including:

- A past due collection process.
- An on-going monthly collection process utilizing current technology to expand upon payment options provided by the contractor, allowing for payment via mail, phone, internet, and kiosk.
- A debit and credit card payment solution.
- The installation of payment kiosks at fifty-six district offices.
- The establishment of infrastructure to allow for the processing of 25,000 to 30,000 money orders per month.
- An Interactive Voice Response process to allow for communication of critical information.
- The development and delivery of training on the new payment system to over 1,000 staff.
- An accounting process to accurately receive, enter and reconcile payments.
- A new collection enhancement approach that utilizes state income tax intercept and inmate account seizures.

Beginning in April 2009, the task force began to address each of the above areas and was able to successfully launch the new internal Intervention Fee collection process in July 2011. At the end of the project the Intervention Fee Implementation Task Force was able to design a collection process that severed the needs of offender, supported Probation and Parole staff, which is charged with monitoring this area as condition of supervision, and achieved cost savings. As part of the transition, approximately \$750,000 was expended, with the primary costs being the purchase of payment kiosks that were installed in all Probation and Parole Offices and required computer enhancements. These and other costs have all been recouped in the first year of the project. During the transition process the work of the group led to a renegotiation of the contract that was in place at the time. This change resulted in a savings of approximately \$500,000 during the development and implementation time frame in advance of the July 1, 2011 transition and the Agency anticipates ongoing annual savings of approximately \$750,000.

For additional information on this team's accomplishment contact Mary Ann Reeter at 573-526-6553 or MaryAnn.Reeter@doc.mo.gov.

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Finalist

TECHNOLOGY IN GOVERNMENT

MMIS ENHANCEMENT PROJECTS

Department of Social Services

Team Members

Samantha Cook
Danny Rhodes

Tisha McGowan

Todd Meyer

The Medicaid Management Information System [MMIS] is the claims processing system for the Missouri [MO] HealthNet program. Construction of the MMIS began in 1979. The system has evolved over the years as the Medicaid [MO HealthNet] program grew and changed, but remains a COBOL-based mainframe system at its core. While the mainframe platform remains the most efficient solution for large-scale transaction processing, the logic used for processing the claims is not clearly visible to the business owner and effecting changes to that logic can be time-consuming and expensive.

In 2008 Mo HealthNet initiated an MMIS enhancement project to improve the system flexibility, make the business rules applied by the system visible and manageable by the business owners, and reduce the amount of time required to make changes to claims processing logic and the data architecture. The project itself required thousands of hours of State and vendor staff time. Four MO HealthNet staff worked tirelessly days, evenings, and weekends with the vendor to extract over 2,000 claims processing rules from the existing system, lead meetings with business owners to validate the rules, design and execute test cases, and guide the implementation. The testing alone involved over 2,500 test cases executed by 990 State staff to ensure claims processed correctly post-implementation. There was no significant impact on services provided to over 900,000 MO HealthNet participants, claims processing of over 96 million claims annually, payments to the thousands of providers, and total program costs in excess of \$6 billion annually. The team accomplished this project while still handling most of their normal workload.

The enhancements were successfully implemented in July 2011 with no significant operational impacts. Today MO HealthNet staff can immediately access the claims processing history for each claim and quickly determine exactly which claims processing edits were passed or failed to determine whether the claim was paid or denied. MO HealthNet staff are also able to view the rules applied during claims processing in "plain English" format that allows business owners to determine if a business rule is correctly designed and to design rule changes as needed to meet the needs of an ever-evolving Medicaid program. The rules engine and relational database significantly reduce the time required to develop and implement system changes and reduces the risk of misunderstandings between business owners and developers that result in incorrect claims processing and program expenditures.

These enhancements were essential to the recent successful implementation of new claim transaction formats and will also be essential to the upcoming implementation of the International Classification of Diseases Version 10 [ICD-10] code sets, which is considered one of the largest federal healthcare mandates in United States history. Considering that similar MMIS enhancement and replacement projects in other States have failed, Missouri should be proud of the efforts of this team.

*For additional information on this team's accomplishment contact Sylvia Tally at 573-526-1227 or
Sylvia.D.Tally@dss.mo.gov.*

*2012 GOVERNOR'S AWARD FOR
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NOMINATED TEAMS

Teams nominated for the Governor's Award for Quality and Productivity
listed by category.

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

CUSTOMER SERVICE

DNR - TV

Department of Natural Resources [DNR] / Office of Administration [OA]

Contacts: Jennifer Terry – 573-751-6788 - Jennifer.Terry@dnr.mo.gov / Sara Vanderfeltz – 573-751-0337 - Sara.Vanderfeltz@oa.mo.gov

Team Members: Larry Archer [DNR], Hylan Beydler [DNR], Van Beydler [DNR], Susan Bloomer [DNR], Kerry Cordray [DNR]. Michelle Diedrich [DNR], Tim Duewell [OA], Doris Fitzpatrick [OA], Trisha Helton [OA], Victoria Lovejoy [DNR], Rebecca Prater [DNR], Paul Schelich [OA], Judd Slivka [DNR], Renee Williams [OA]

HOME AND COMMUNITY BASED SERVICES REFERRAL CALL CENTER TRANSITION TEAM

Department of Health and Senior Services

Contact: Beverly Smith – 573-751-6059 - Beverly.Smith@health.mo.gov

Team Members: Stephanie Alfred, Chrissy Arnold, Jessica Bax, Alicia Bayless, Gary Baughman, Sherrita Bennett, Michelle Edwards, Teela Hall, Kim Hoehn, Cindy Jobe, Charisse Jones, Michael Malone, Patti Milfelt, Tara Schaper, Valerie Schmidt, Lakeasha Scott, Hollie Smith, Sandy Stroupe, Carmen Ward, Jennafer Wells, Holly Withrow

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

EFFICIENCY / PROCESS IMPROVEMENT

FAMILY SUPPORT DIVISION SPECIALIZED NURSING HOME OFFICE

Department of Social Services

Contact: Sylvia Talley – 573-751-3617 - Sylvia.D.Talley@dss.mo.gov

Team Members: Antoinette Briguglio-Mays, Debra Black, Debbie Burns, Tonia Cloutier, Wendell Daugherty, Wendy Donley, Rachel Guill, Gayla Hillhouse-Murphy, Debra Hogue, Jennifer James, Debra Jones, Lane Lakey, Frances Merriman, Charlotte Swofford, Sherril Thompson, Karen Turner, Vickey Yarger

CARE UNIT EFFICIENCY IMPROVEMENT TEAM

Department of Labor and Industrial Relations

Contact: Tammy Cavender – 573-751-3977 - Tammy.Cavender@labor.mo.gov

Team Members: Chad Atwell, Chris Borgmeyer, Theresa Boss, John Breeden, Evelyn Brumley, Michelle Cotten, Sarah Crocker, Janice Dodds, Dustin Dolce, Susan Edoho, Heather Green, Yvonne Haslag, Shauna Healea, Matt Hillen, Kate Lange, Sue Morice, Paul Rockers, Jodi Spicer, Roberta Streeter, Carl Verhoff

POTOSI CORRECTIONAL CENTER ADMINISTRATION SEGREGATION REINTEGRATION UNIT

Department of Corrections [DOC] / Alternatives With Education [AWE] / Corizon [C] / Mental Health Management [MHM] / SFS Ministries [SFSM]

Contact: Mary Ann Reeter – 573-526-6553 - MaryAnn.Reeter@doc.mo.gov

Team Members: Brian Allen [DOC], Elaine Aubuchon [AWE], Rick Bailey [DOC], Heather Cofer [DOC], Herb Conley [DOC], Gerald Conway [DOC], Eric Dunn [DOC], Jeffrey Harper [DOC], Karla House [C], Nena Kircher [MHM], Teri Lawson [DOC], Linda Penberthy [MHM], Stan Pruett [DOC], Kim Randolph [C], Jim Rundell [SFSM], Phil Senter [MHM], Sheri Shawyer [DOC], Ed Tourville [DOC], Scott Wilson [DOC]

DIAGNOSTIC UNIT – WOMEN'S EASTERN RECEPTION, DIAGNOSTIC AND CORRECTIONAL CENTER

Department of Corrections

Contact: Mary Ann Reeter – 573-526-6553 - MaryAnn.Reeter@doc.mo.gov

Team Members: Donna Brown, Connie Dooley, Tiffany Freie, Pat Graham, Diane Hurley, Matt Jones, Larry Kaylor, Ron Kukulka, Janet Tutor, William Wilson, Delores Young

FRIENDLY RECORDS ORGANIZATION GROUP [FROG]

Department of Health and Senior Services

Contact: Beverly Smith – 573-751-6059 - Beverly.Smith@health.mo.gov

Team Members: Dee Bale, Virginia Beatty, Dorothy Dolson, Trisha Garrison, Belinda Heimericks, Noraleen Hord, Jackie Jung, Connie Lepper, Sam Pherigo, Jim Pruitt

ITSD PROJECT MANAGEMENT OVERSIGHT OFFICE

Office of Administration

Contact: Sara Vanderfeltz – 573-751-0337 - Sara.Vanderfeltz@oa.mo.gov

Team Members: Amber Addison, Mitch OdNeal, Paula Peters, Angie Phillips, Zach Pollock, Helen Stewart, Ron Thomas

2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

INNOVATION

MISSOURI RESOURCE, RECOVERY AND REBUILDING CENTER (JOPLIN)

Departments of: Economic Development [DED], Revenue [DOR], Health and Senior Services [DHSS], Insurance Financial Institutions and Professional Registration [DIFP], Social Services [DSS], Public Safety [DPS], Elementary and Secondary Education [DESE], Natural Resources [DNR], Labor and Industrial Relations [DOLIR], Mental Health [DMH], Office of the Attorney General [AGO], and the Missouri Housing Development Commission [MHDC]

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GATEWAY TO BETTER HEALTH

Department of Social Services [DSS] / Office of Administration [OA] / St. Louis Regional Health Commission [SLRHC] / Wipro Infocrossing [WI]

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MISSOURI DEPARTMENT OF LABOR'S E-GOVERNMENT INITIATIVE

Department of Labor and Industrial Relations [DOLIR] / Office of Administration [OA]

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MOBERLY CORRECTIONAL CENTER LONG TERM SEGREGATION GROUP

Department of Corrections

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INNOVATION [CONTINUED]

MERCURY COLLECTION PROGRAM

Department of Natural Resources

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DHSS (DLR/DCPH) CHILD CARE DISASTER AND EMERGENCY PREPAREDNESS TEAM

Department of Health and Senior Services [DHSS] / Office of Administration [OA]

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ON-LINE CHILD SUPPORT APPLICATION

Office of Administration [OA] / Department of Social Services [DSS]

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MCHCP WORKPLACE WELLNESS PROGRAM/DEPARTMENT WELLNESS AMBASSADOR TEAM

Missouri Consolidated Health Care Plan [MCHCP] / Office of Administration [OA] / Department of Insurance, Financial Institutions and Professional Registration [DIFP] / Department of Health and Senior Services [DHSS] / Department of Labor and Industrial Relations [DOLIR] / Dept. of Natural Resources [DNR]

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2012 GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY

Nominated Teams

TECHNOLOGY IN GOVERNMENT

ACCIDENT REVIEW BOARD REVISION

Department of Public Safety

Contact: Mary Beckwith – 573-751-5424 - Mary.Bekwith@dps.mo.gov

Team Members: Ronald Beck, Michelle Fooks, Jane Hull

ONLINE SALES AND USE TAX RETURN FILING PROJECT

Department of Revenue [DOR] / Office of Administration [OA]

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**For more information about the Governor's
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program coordinator:**

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